

State of Alaska – Board of Pharmacy
Prescription Drug Monitoring Program



Registration Support Manual

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1 What Is a Requestor?

A requestor is a PMP AWARxE account type that is typically used to review a patient's prescription history. A requestor's primary task within the application is to determine if a patient should be given or dispensed a prescription based on their history of prescriptions. Requestors are the strongest line of defense to prevent prescription drug abuse. Physicians and pharmacist are the most common type of request user. However, there are a myriad of roles that can be classified as a requestor, including those of Law Enforcement. A complete list of available roles that fall into the requestor category are as follows:

Healthcare Professionals

- Dentist
- IHS Dispenser
- IHS Prescriber
- Medical Intern with Prescriptive Authority
- Medical Resident with Prescriptive Authority
- Military Prescriber
- Nurse Practitioner/Clinical Nurse Specialist
- Pharmacist
- Physician Assistant
- Physician (MD, DO)
- Podiatrist (DPM)
- VA Dispenser
- VA Prescriber
- Veterinarian

2 Registration

PMP AWA_RE requires that every individual register as a separate user, using their email address as their username within the system.

The registration process is comprised of three screens: the account settings screen, the role selection screen, and the demographics screen. All three screens must be filled out before the user can successfully submit their registration for the application.

Some roles may also require additional documentation as designated by the assigned PMP Administrator. This documentation must be submitted prior to the user account being approved. The document(s) will be sent to the user after submitting their registration request. The user can then submit digital copies through AWA_RE or mail it in to the state office for the PMP Administrator to review and upload.

2.1 Registration Process

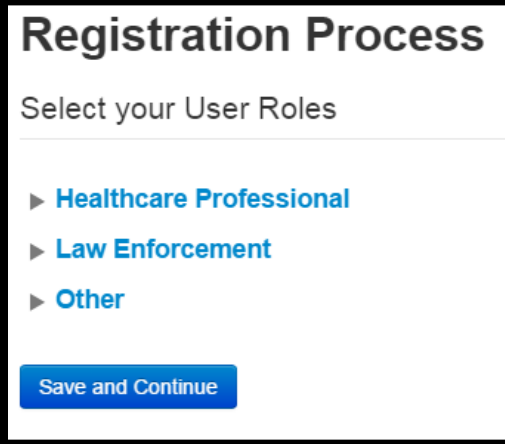
1. To request a new account in PMP AWA_RE, the user must first load the login screen for the application. The login screen is located at <https://alaska.pmpaware.net/>.
2. Once at the login screen, the user must click the “Create an account” option to begin the process.



3. The first screen displayed requires the user to enter their current, valid email address and select a password. The password must be entered a second time for validation.
 - a. The password must contain at least 8 characters, including 1 capital letter and 1 special character (such as !, @, #, \$)

A screenshot of the "Registration Process" form titled "Create an Account". It contains three input fields: "Email" with an envelope icon, "Password" with an asterisk icon, and "Password Confirmation" with an asterisk icon. A blue button labeled "Save and Continue" is at the bottom.

4. After the email and desired password have been entered, the user must click the “Save and Continue” button.
5. The second step is the role selection screen. The user can expand the role categories to select the role that fits their profession. A user can select more than one role from the same category if necessary.



The image shows a registration form titled "Registration Process" with the subtitle "Select your User Roles". It features three expandable role categories: "Healthcare Professional", "Law Enforcement", and "Other", each preceded by a right-pointing triangle. A blue "Save and Continue" button is located at the bottom of the form.

Registration Process

Select your User Roles

- ▶ **Healthcare Professional**
- ▶ **Law Enforcement**
- ▶ **Other**

Save and Continue

Registration Process

Select your User Roles

▼ **Healthcare Professional**

- ☐ Physician (MD, DO, DPM)
- ☐ Dentist
- ☒ Nurse Practitioner / Clinical Nurse Specialist
- ☐ Physician Assistant
- ☐ Podiatric Physician (DPM)
- ☐ Optometrist
- ☐ Naturopathic Physician
- ☐ Pharmacist
- ☐ Psychologist
- ☐ Veterinarian
- ☐ Medical Intern
- ☐ Medical Resident
- ☐ IHS Prescriber
- ☐ IHS Dispenser
- ☐ Military Prescriber
- ☐ VA Prescriber
- ☐ VA Dispenser
- ☐ Pharmacy Technician
- ☒ Delegate


▶ **Law Enforcement**

▶ **Other**

Save and Continue

6. After the role has been selected, the user must click the “Save and Continue” button.
7. A message is temporarily displayed to the user stating that an email has been sent to their email address for verification. The email should arrive in your inbox within a few minutes and will contain a link that the user will click to verify that their email address is valid and current.

— select a menu item —


A link to verify your email address has been sent.

Create an Account [Registration Process Tutorial](#)

8. The final screen is the demographics screen. Here the user must enter their name, date of birth, employer information, and other information as configured by the PMP Administrator.
 - a. Required fields are marked with a red asterisk
 - b. User may enter more than one DEA number if necessary.
 - c. If the user or employer identifier number is located within the system, the user will be able to autofill their information and employer information using the “AutoFill Form” buttons. Searchable identifiers include DEA, NCPDP, or NPI depending on which fields are required by the state administrator.

Registration Process

Create an Account

All fields with an asterisk () are required.*

Personal

DEA Number(s) *

✓

FW0807000

📄

+ Add

DEA Numbers Added

✗ FW0807202

✗ FW0807000

AutoFill Form

— or —

National Provider ID *

AutoFill Form

First Name *

Middle Name

Last Name *

Date of Birth *

Employer

DEA Number

NCPDP/NABP Number

Name *

Address *

City *

State *

Alabama ▼

Zip Code *

9. After all information has been submitted, the user must click the “Submit Your Registration” button to complete the process.
10. The user will be taken to a landing page notifying them if any additional documentation is required. It will also indicate the account’s current status in the upper-right corner.

Your Account is Pending Approval

Welcome

Registration Process Tutorial

Based on the User Roles you've chosen, you may be required to submit additional documentation. You will receive an email with instructions and the necessary forms to be submitted. Once all validation documents are met, your registration will be reviewed for approval. Watch your email or log in for status updates.

Your User Roles

Healthcare Professional	Validation Documents Required	Documentation Received
Nurse Practitioner / Clinical Nurse Specialist		Documents Uploaded <input checked="" type="checkbox"/>

2.2 Email Verification

1. After the user enters their email and password from the registration screen, the PMP AWA_{RxE} application sends an email to the supplied email address asking for verification of an active email address.
2. The user must click the link within the email to verify their email address.
 - a. The link contained within the email is only valid for 20 minutes. In the event the time has expired, clicking the link will result in a new email verification notification being sent

to the user. The user must click on the link in the new email to verify their email address.

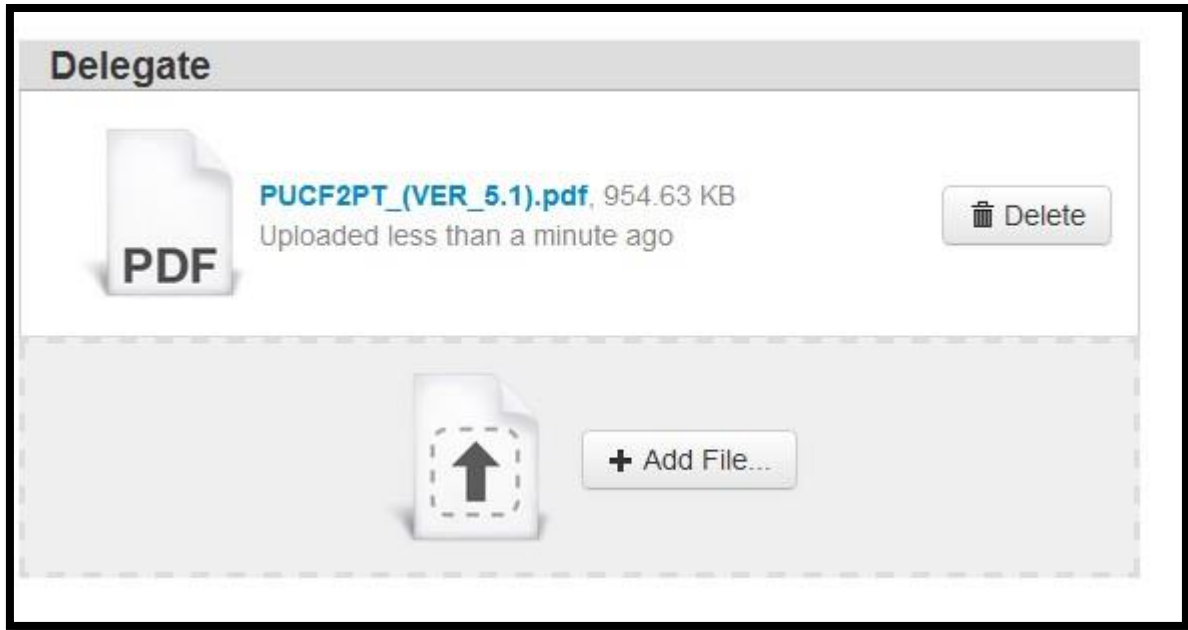
3. The user is taken to a screen displaying a message that their email address has been validated.

2.3 Validation Documents

1. If a PMP Administrator requires further validation for a role the user registered for, the user will receive an email with instructions the PMP Administrator has provided and the necessary forms to fill out and complete.
2. The user completes the required form(s) in accordance to the instructions.
3. The user must then submit the form(s) to the PMP AWA_R_xE system by two methods (as configured by the PMP Administrator)
 - a. The user logs into the PMP AWA_R_xE using their email address and password used to request and account
 - i. The user is presented with a file upload screen.



- ii. The user upload digital copies of all required forms



- b. The user mails the forms to the state office.
 - i. The PMP Administrator then scans the forms and uploads the digital copies to the pending user account.

2.4 Account Approved

1. After the PMP Administrator has determined that all requirements have been met for the user account, the account can be approved.
2. The user receives an email stating that their account has been approved and is now active.
3. The user can then log into the PMP AWA_R_xE application using the email address and password supplied during the account creation process.

3 Password Management

Password management can be handled within PMP AWA_{RxE} by the user. The user's password will expire after 90 days per HIPAA regulations. A user is able to proactively change their password before it expires within the application through their user profile. If a password has expired, or if the user has forgotten the password, they can use "Reset Password" to change their password.

3.1 Changing Your Password

1. When a user wants to change their current password, they navigate to their **User Profile -> Password Reset** section.
2. The user must then enter their current password and enter a new password twice.
3. The new password will take effect once the user has logged out of the application.

3.2 Reset Password

1. When a user has forgotten their password or their password has expired, the user should click on the link named "Reset Password" located on the log in screen.
2. The user must enter their email address they used to register with the application.
3. The user will receive an email containing a link to reset the password for the user's account
 - a. The link will only be active for 20 minutes. After the time has expired, the user will need to repeat steps to create a new email.
4. The user must enter the new password twice and then save the password.

4 Assistance and Support

4.1 Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

Contact Appriss at

1-855-5AK-4PMP (1-855-525-4767)

Technical assistance is available 24 hours, 7 days a week, 365 days a year.

4.2 Administrative Assistance

If you have non-technical questions regarding the Alaska PDMP, please contact:

Alaska Prescription Drug Monitoring Program

550 West 7th Avenue, Suite 1500

Anchorage, AK 99501

Brian Howes

Phone: (907) 269-8404

Fax: (907) 269-6003

akpdmp@alaska.gov

5 Document Information

5.1 Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.